

What is claimed is:

1. A management method for managing representatives in e-commerce system that is carried out using computers, comprising:

a first storing step of storing, by a management terminal that

5 manages said representatives, representative information indicating a plurality of representatives who are in charge of an organization that a user belongs to, and selection information indicating a selected representative who is selected from a plurality of representatives by the user;

10 a screen generating step of generating, by said management terminal, data of a first screen which indicates the selected representative that the selection information indicates, where it is possible for the user to select on the screen, another representative than said selected representative, from said plurality of
15 representatives that the representative information indicates;

a screen sending step of sending, by said management terminal, data of said first screen to a user terminal operated by the user; and

a displaying step of displaying, by said user terminal, the first screen by using the provided data of the first screen.

20 2. The management method according to claim 1, further comprising:

an information sending step of sending, by the user terminal, representative change information indicating said another representative selected by the user to the management terminal, in a
25 case where the user selects said another representative on the first

screen; and

an updating step of updating, by the management terminal, the selection information, using the provided representative change information, and by this, setting said another representative that the
5 user selected, as a newly selected representative.

3. The management method according to claim 2, wherein the first screen is for displaying information of merchandise, which the management terminal provides.

4. The management method according to claim 1, wherein the
10 first screen is for inputting contact content to the selected representative from the user, and indicates the selected representative as a contact destination.

5. The management method according to claim 4, further comprising;

15 a first providing step of providing contact content that the user input in the first screen, by said user terminal, to the management terminal; and

a second providing step of providing, by the management terminal, the provided contact content to the selected representative.

20 6. The management method according to claim 5, further comprising an information sending step of sending, by the user terminal, contact destination change information indicating said another representative that the user selected, to the management terminal, in a case where the user selects another representative on
25 the first screen, wherein

the second providing step comprises a step of providing the contact content, by the management terminal, to said another representative that the contact change information indicates.

7. The management method according to claim 6, wherein the
5 second providing step comprises a step of providing contact content from the user, by e-mail.

8. The management method according to claim 1, further comprising:

a second storing step of storing, by the management terminal,
10 user information concerning a plurality of users who belong to said organization; and

a notifying step of notifying, by the management terminal, change of representative to each of the plurality of users that the user information indicates, in a case where at least one of the plurality of
15 representatives who are in charge of the organization changes.

9. The management method according to claim 8, wherein the notifying step comprises a step of notifying each of the plurality of users of the change of representative, by the management terminal sending e-mail indicating the change of the representative to each of
20 the plurality of users.

10. A management terminal that manages representatives in e-commerce, using a computer, comprising:

a memory, which stores representative information indicating a plurality of representatives who are in charge of an organization that
25 a user belongs to, and selection information indicating a selected

representative who is selected from the plurality of representatives by the user;

a screen generating unit that generates data of a first screen, which displays the selected representative that the selection information indicates, and which is possible for the user to select another representative than said selected representative on the first screen; and

a screen sending unit which sends data of the first screen to a user terminal that the user uses, so that the first screen is displayed on the user terminal.

11. The management terminal according to claim 10, further comprising an updating unit, which updates the selection information, using representative change information provided from the user terminal indicating said another representative that the user selected, and by this, sets said another representative that the user selected as a newly selected representative, in a case where the user selects said another representative on the first screen.

12. The management terminal according to claim 11, wherein the first screen indicates information of merchandise, which the management terminal provides.

13. The management terminal according to claim 10, wherein the first screen is for inputting contact content to the selected representative from the user, and indicates the selected representative as the contact destination.

25 14. The management terminal according to claim 13, comprising

a providing unit that provides the contact content which is input on the first screen by the user, and is provided from the user terminal, to the selected representative.

15. The management terminal according to claim 14, wherein
5 the providing unit provides the contact content to another representative, which is indicated by a contact destination change information indicating said another representative that the user selected on the first screen, and which is provided from the user terminal, in a case where the user selects said another representative
10 on the first screen.

16. The management terminal according to claim 15, wherein the providing unit provides the contact content from the user terminal, by e-mail.

17. The management terminal according to claim 10, wherein
15 said memory stores user information concerning a plurality of users who belong to said organization, and said management terminal further comprises a notifying unit which notifies change of representative to each of the plurality of users that the user information indicates, in a case where at least one of the plurality of
20 representatives who are in charge of said organization changes.

18. The management terminal according to claim 17, wherein said notifying unit notifies each of the plurality of users of the change of representative, by sending e-mail indicating the change of representative to each of the plurality of users.

25 19. A program for controlling a computer to function as a

management terminal that manages representatives in e-commerce, comprising:

- a memory which stores representative information indicating a plurality of representatives who are in charge of an organization that
- 5 a user belongs to, and selection information indicating a selected representative who is selected from the plurality of representatives by the user;
- a screen generating unit that generates data of a first screen, which displays the selected representative that the selection
- 10 information indicates, and which is possible for the user to select another representative than said selected representative; and
- a screen sending unit which sends data of the first screen to a user terminal that the user uses, so that the first screen is displayed on the user terminal.